

### Remarks

Claims 1-6, 9-19, 29-33 and 36-45 stand rejected. Applicants assert that the currently pending claims are in condition for allowance after final as set forth more fully below. As no amendments have been made, there can be no new issues requiring further search and/or consideration.

Attorney for the Applicants made several attempts to contact Examiner Loftis in an attempt to discuss the differences expounded below but was unable to reach the Examiner. The Examiner is encouraged to contact the undersigned to further discuss these differences should the Examiner have any questions or concerns.

### 103 Rejections

Claims 1-6, 9, 11-13, 16-19, 29-33, 36, 38, 39 and 42-45 stand rejected under 35 USC §103(a) as unpatentable over Jones (6,219,648) in view of Peregrin's MELBA as disclosed in the article "Peregrine Systems Forms Alliance with Mitsubishi Electronics America; Integrated Enterprise Applications to be Developed" and further in view of Teglovic (5,692,030). Claims 10, 14, 15, 37, 40, and 41 stand rejected under 35 USC 103(a) as being unpatentable over Jones in view of MELBA and Teglovic and further in view of Kidder. The Applicants respectfully traverse these rejections.

#### Claims 1 and 12

The independent claims 1 and 12 include recitations involving an indication of severity level and an indication of escalation that indicates that the severity level has increased. As a representative example, claim 1 recites:

a user computer in communication with the network and having access, via a graphical user interface (GUI), to the server, the graphical user interface including at least one screen, the screen being operable to enter a new trouble ticket along with (i) a person responsible for resolving the ticket , (ii) a severity level for the trouble ticket with the severity being indicated as a number on a scale between an initial number indicating a lowest severity and a last number indicating a highest severity, (iii) an indication that a status of the trouble ticket has been escalated where the severity has been increased....

It should be noted that the GUI of claim 1 includes a screen operable to enter a severity level as well as an indication that a status has been escalated where the severity has been increased. Thus, there are two separate things being entered into the GUI as

recited in claim 1, the severity level and the indication of escalation where the severity has been increased. These contents of the GUI are supported by examples of the specification, and particularly the example shown in FIG. 2, where the current severity level is set to “4” while the current indication of escalation is set to “No Escalation.” These two separate pieces of information of the GUI are significant in that when a severity has been increased, one later viewing the GUI may not know that the severity has been increased just due to the severity level itself, but the indication of escalation shows that the severity has been increased. So, someone viewing the GUI would know that the situation represented by the trouble ticket is worsening, i.e., it is now at a severity level greater than a previous severity level because the indication of escalation shows that to be the case.

Jones simply does not have a GUI that allows entry of both a severity and an indication of escalation. Jones relies on escalation levels based on elapsed time. It would appear that such escalation levels of Jones are comparable to the severity levels of the present claims. However, in Jones, it is said that the escalation levels and corresponding elapsed times are entered as data lines of a center data file. First, it must be noted that Jones is inadequate because there is no discussion that a severity level is entered via a GUI. Instead, in Jones the escalation levels occur as a natural succession of time whereby the lines of instructions of the center data file are implemented to determine what level of escalation is applicable at any moment in time and which person should be alerted. Thus, there is no notion of entering a severity level via a GUI in Jones because the escalation level of Jones changes based on elapsed time, not based off of entry of a level via a GUI. Neither MELBA nor Teglovic address these deficiencies of Jones, such that the claims are allowable over the cited combination for at least these reasons.

Next, there is no disclosure in Jones that an indication of escalation (i.e., signifying an increase in severity per claim 1) is entered via a GUI. Jones’ only disclosure regarding an increase in escalation levels (comparable to an increase in severity levels) is that someone is alerted via a page or email upon the elapsed time increasing to a new escalation level (severity level). Thus, in Jones there is no GUI entry reflecting that escalation has occurred due to an increase in severity level, just as there is no GUI entry that increases the severity level itself. Sending a page or email to someone

is not the same as entering an indication of escalation via a GUI, and especially not entering an indication of escalation in the GUI where the severity has also been increased. Neither MELBA nor Teglovic address these deficiencies of Jones, such that the claims are allowable over the cited combination for at least these reasons.

As Jones relies on tracking the natural succession of time via implementation of the lines of the center data file to trigger alerts based on elapsed time passing from one level to the next, Jones has no disclosure or suggestion regarding entry of severity level via a GUI nor the entry of an indication of escalation corresponding to an increase in severity level via the GUI. Thus, Jones is inadequate for addressing the claim recitations for which it is cited, and the MELBA and Teglovic references fail to account for such deficiencies. Therefore, claims 1 and 12 are allowable over the cited combination at least for these several reasons.

Dependent claims 2-6,9-11, and 13-19 depend from allowable base claims 1 or 12 and are allowable for at least the same reasons.

#### Claims 29 and 38

The independent claims 29 and 38 include recitations involving an indication of severity level and an indication of escalation that indicates that there has been a failure to handle the trouble ticket within a prescribed time. As a representative example, claim 29 recites:

accessing, via a network, a graphical user interface (GUI), the graphical user interface including at least one screen, the screen being operable to enter a new trouble ticket along with (i) a person responsible for resolving the trouble ticket, (ii) a severity level for the trouble ticket, and to store the trouble ticket in the database and (iii) the severity level being indicated as a number on a scale between an initial number indicating a lowest severity and a last number indicating a highest severity, (iv) an indication that a status of the trouble ticket has been escalated for failure to be handled within a prescribed time;

It should be noted that the GUI of claim 29 includes a screen operable to enter a severity level as well as an indication that a status has been escalated where there is a failure to handle the trouble ticket within a prescribed time. Thus, similar to claims 1 and 12, there are two separate things being entered into the GUI as recited in claim 29, the severity level and the indication of escalation where there has been a failure to address

the trouble ticket within the prescribed time. These two separate pieces of information of the GUI are significant in that a severity may not be used to reflect elapsed time, so one viewing the GUI may not know that trouble ticket is overdue just from the severity level, but the indication of escalation shows that the trouble ticket is indeed overdue.

As set forth above, Jones simply does not have a GUI that allows entry of both a severity and an indication of escalation. Jones relies on escalation levels based on elapsed time but those escalation levels are comparable to the severity levels of the present claims and are not separate from the severity level (note that the Office Action must rely on the escalation level of Jones to be the severity level of the claims). However, in Jones, it is said that the escalation levels and corresponding elapsed times are entered as data lines of a center data file. First, as with claim 1, it must be noted here that Jones is inadequate because there is no discussion that a severity level is entered via a GUI. Instead, in Jones the escalation levels occur as a natural succession of time whereby the lines of instructions of the center data file are implemented to determine what level of escalation is applicable at any moment in time and which person should be alerted. Thus, there is no notion of entering a severity level via a GUI in Jones because the escalation level of Jones changes based on elapsed time, not based off of entry of a level via a GUI. Neither MELBA nor Teglovic address these deficiencies of Jones, such that the claims are allowable over the cited combination for at least these reasons.

Next, there is no disclosure in Jones that an indication of escalation (i.e., signifying failure to address the trouble ticket within the prescribed time per claim 29) is entered via a GUI. Jones' only disclosure regarding an increase in escalation levels (comparable to an increase in severity levels) is that someone is alerted via a page or email upon the elapsed time increasing to a new escalation level (severity level). Thus, in Jones there is no GUI entry reflecting that escalation has occurred, just as there is no GUI entry that increases the severity level itself. Sending a page or email to someone is not the same as entering an indication of escalation via a GUI, and especially not entering an indication of escalation in the GUI in addition to entering the severity level in the GUI. Neither MELBA nor Teglovic address these deficiencies of Jones, such that the claims are allowable over the cited combination for at least these reasons.

As Jones relies on tracking the natural succession of time via implementation of

the lines of the center data file to trigger alerts being sent to individual based on elapsed time passing from one level to the next, Jones has no disclosure or suggestion regarding entry of severity level via a GUI nor the entry of an indication of escalation signifying an overdue trouble ticket via the GUI. Thus, Jones is inadequate for addressing the claim recitations for which it is cited, and the MELBA and Teglovic references fail to account for such deficiencies. Therefore, claims 29 and 38 are allowable over the cited combination at least for these several reasons.

Dependent claims 30-33, 36-37 and 39-45 depend from allowable base claims 29 or 38 and are allowable for at least the same reasons.

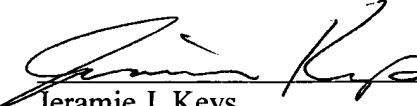
#### Conclusion

Applicants assert that the application is in condition for allowance after final. Applicants respectfully request reconsideration in view of the remarks above and further request that a notice of allowability be provided. As previously stated, should the Examiner have any questions or concerns, please contact the undersigned Attorney for the Applicants.

No fees are believed due. However, please charge any additional fees or credit any overpayment to Deposit Account No. 50-3025.

Respectfully submitted,

Date: June 5, 2006

  
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